

## Our insurance complaints data for the MetLife Europe D.A.C, UK Branch

The Financial Conduct Authority ask us to report to them the percentage of complaints we close within 3 days and between 4 days and 8 weeks. This is the information you can see here.

This includes complaints about: Life & Critical Illness, Income Protection, Individual & Group Pensions, Annuities, Investments and Equity release.

Table of figures for the period 1st January to 30 June 2024.

|                                      | Number of complaints opened by volume of business              |  |                             |                             |                                 |   |                     |                                 |
|--------------------------------------|--|--|-----------------------------|-----------------------------|---------------------------------|---|---------------------|---------------------------------|
| Product / Service grouping           | Provision (at reporting end period) per 1000 policies in force | Intermediation (within the reporting period) | Number of complaints opened | Number of complaints closed | Percentage closed within 3 days | Percentage closed after 3 days but within 8 weeks | Percentage upheld * | Main cause of complaints opened |
| <b>Banking and credit cards</b>      | Not applicable   | Not applicable                               | Not applicable              | Not applicable              | Not applicable                  | Not applicable                                    | Not applicable      | Not applicable                  |
| <b>Home Finance</b>                  | Not applicable   | Not applicable                               | Not applicable              | Not applicable              | Not applicable                  | Not applicable                                    | Not applicable      | Not applicable                  |
| <b>Insurance and pure protection</b> | 1.18   | Not applicable                               | 501                         | 468                         | 18.6%                           | 70.3%   | 31.8%               | Disputes over sums / charges    |
| <b>Decumulation and pensions</b>     | Not applicable   | Not applicable                               | Not applicable              | Not applicable              | Not applicable                  | Not applicable                                    | Not applicable      | Not applicable                  |
| <b>Investments</b>                   | Not applicable   | Not applicable                               | Not applicable              | Not applicable              | Not applicable                  | Not applicable                                    | Not applicable      | Not applicable                  |
| <b>Credit related</b>                | Not applicable   | Not applicable                               | Not applicable              | Not applicable              | Not applicable                  | Not applicable                                    | Not applicable      | Not applicable                  |

\* This represents the percentage of customers who we recognise had a valid complaint in full or part.

Details of the number of cases referred to the Financial Ombudsman Service can be found at the Financial Ombudsman website.